

(9) TRAINEE HANDOUT

TRAINING FOR VSO LESSON NINE SERVICE RECORD DEVELOPMENT

PREREQUISITE TRAINING	Prior to this training, you must have completed “Introduction to Development”.
PURPOSE OF LESSON	<p>The purpose of this lesson is to teach you how VA verifies military service and obtains service record information in the processing of claims for disability benefits.</p> <p>At the end of this lesson, you will know:</p> <ul style="list-style-type: none">• How to recognize authentic proof of service documents• How to certify a copy of same to VA• How VA obtains verification of service
TIME REQUIRED	0.5 hours
INSTRUCTIONAL METHOD	Participatory discussion and practical exercise
MATERIALS/ TRAINING AIDS	<p>Classroom or private area where a discussion may be held. Chairs and writing surfaces are required.</p> <p>Large writing surface such as—easel pad, chalkboard, dry-erase board with appropriate markers, overhead projector, etc., or computer with projection equipment and PowerPoint software.</p> <ul style="list-style-type: none">▪ Proof of Service/Service Record Development Student Guide
REFERENCES	<ul style="list-style-type: none">• 38 CFR 3.203

PROOF OF SERVICE

Since you are all veterans yourselves, you should be familiar with a DD-214 and what it looks like.

The law requires that, before VA can complete a claim for disability benefits, the military service and character of discharge of the veteran on whose record the benefits are claimed must be verified. If this verification is not already present in the file or VA computer records, proof of such service should be submitted with the claim.

Originals of official documents (i.e., DD-214) are required. A copy of an original document is acceptable if the copy was issued by the service department or if the copy was issued by a public custodian of records who certifies that it is a true and exact copy of the document in the

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custodian's custody or, if the copy was submitted by an accredited agent, attorney or service organization representative who has successfully completed VA-prescribed training on military records, and who certifies that it is a true and exact copy of either an original document or of a copy issued by the service department or a public custodian of records.

All periods of service must be verified before the claim can be completed. Thus, if the veteran had multiple periods of service, a DD-214 must be furnished for each period. **IF** the service periods were all consecutive (without a break), and **IF** the DD-214 for the final period states "Continuous active service from (date)" and that date is the beginning of the first period of service, then that DD-214 will be acceptable to verify all service.

Obligated service periods are different between officers and enlisted persons. Officers generally have no finite length of obligated service, particularly those of the "regular establishment"; i.e., graduates of military academies and the like. Thus, in those cases, a 30 year career of service can be shown on one DD-214. Enlisted persons have finite periods of obligated service, not exceeding six years. Following the expiration of the period of service for which he/she enlisted, they may re-enlist, thus incurring a subsequent period of obligated service. So, enlisted persons' DD-214's will generally not show continuous service of more than 6 years, unless (as shown in the paragraph above) the service periods were continuous (without break) **AND** the "Remarks" section of the final DD-214 specifically states "Continuous active service from (date)".

NA FORM 13075

If, in response to VA request for service verification, NPRC is unable to identify the veteran based on the information provided, they will request that the claimant complete a NA Form 13075. This form solicits additional specific information that will aid NPRC in their search. (*Refer to Page 17 of this Student Guide for example*). You should encourage your client to be specific and complete when completing this form if requested.

SERVICE OFFICER CAN CERTIFY PROOF OF SERVICE

The law (38 CFR 3.203) authorizes service organization representatives who have completed a VA-prescribed training course on military records, to copy official documents and certify the photocopy as a true copy of the original for purposes of service verification.

CAUTIONS

Current technological advances have greatly enhanced the photocopy process, thus creating the opportunity for virtually undetectable alterations of official documents such as DD-214's. You should be aware of the potential and be on the lookout for suspicious documents furnished to you by your clients. Common examples of alterations include:

- Different type fonts on the same DD-214
- Short period of active service (less than 1 year) with multiple decorations
- Combat decorations (particularly Purple Heart) with no foreign service shown
- Short period of active service (1 year or less) with significant high rank (E-5 or above)
- Lengthy periods of service with significantly low rank (Below E-3) {Suggestive of court martial with punitive discharge}

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- Decorations not matching branch of service (i.e., AF decorations shown on Army D-214, Combat Action Ribbon shown on Army DD-214 [should be Combat Infantryman Badge – CAR is USMC]), etc.
- Date of birth not consistent with service dates shown (would make veteran less than 17 or over 30 at date of first enlistment)
- Character of service not centered in the block (i.e., original character was “*under conditions other than honorable*”; by deleting or “whiting out” the phrase “*under conditions other than*”, the remaining “*honorable*” would be at the far right-hand end of the block, rather than centered in the case of a true “honorable” discharge.)

REMINDER

VA has the final word on acceptable proof of service. If VA is not satisfied with the document(s) submitted, they will request verification of service through official channels. (**PIES** – **P**ersonnel **I**nformation **E**xchange **S**ystem) (*Refer to Page 14 of this Student Guide for example of PIES processing*)

CERTIFICATION PROCESS

Once successfully completing VA-prescribed training, each service organization representative must purchase and possess an individual stamp stating the following:

- “I (name, title, and organization) certify that I have completed the VA-prescribed training on certification of evidence for proof of service and that this is a true and exact copy of either an original document or a copy issued by the service department or a custodian of public records.”

(*Refer to Page 11 of this Student Guide for example.*) The stamp should be affixed to a blank portion of the DD-214 (or other document verifying service and character of discharge) so as not to cover or obscure the data on the form, and then be signed by original signature of the person listed on the stamp.

Remember - this certification authority **ONLY** pertains to documents verifying service and character of discharge. It does **NOT** extend to medical, dependency, or any other document or evidence in the claims process.

FINAL CAUTIONS

Remember that, by affixing the certification stamp and service organization representative’s signature to the copy, you are attesting to the veracity of the document. Certifying service verification documents that are not original or certified copies equates to making false statements and could lead to severe penalties. **Warning** - if the document provided to you for certification by the claimant is in any way suspect, you should decline to certify it and submit it with the claim as is. If you **KNOW** that the document is false or altered, you should decline to assist the claimant. Submitting fraudulent documents to the VA could result in criminal prosecution.

You should not initiate a request for service verification documents directly to NPRC (by means of a SF-180 or any other method) in conjunction with the filing of a claim. By doing this, NPRC will pull the record to fulfill the request; then when VA requests the same verification of service,

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the record will NOT be in file, so VA's request will be delayed accordingly. You should only request official records for claimants who want them for personal reasons NOT involved with the filing of a claim or appeal. To do so merely delays the process unnecessarily.

SERVICE RECORD DEVELOPMENT

OBJECTIVES

At the end of this lesson, you will:

- Identify the three types of service records (service, medical, financial)
- Identify the method used to request service records from NPRC, National Guard, or reserve units
- Recognize how SHARE can show when STR's are in VA custody
- Know where service records are housed
- Know how VA requests service record documents

TIME REQUIRED

1.0 hours

REFERENCES

- M21-1MR Part III, subpart ii, Chaps. 1-8
- M21-1, Part III, Chap. 4
- PIES Participant Guide

RECORDS REPOSITORIES

The central repository for most military records is the National Personnel Records Center in St Louis MO. While it is adjacent to the VA's Records Management Center (RMC), it is an entirely separate entity, NOT under the control or supervision of the VA. It is operated by the National Archives and Records Administration (NARA). It houses all service records and most medical records for discharged, retired, or deceased former service-persons. Beginning in the early 90's, VA, through use of Memorandums of Understanding (MOU's) with the different service departments, began assuming responsibility for initial storage of Service treatment records (STR's). Today, VA's RMC receives all STR's for veterans upon leaving military service. However, the STR's for veterans discharged before these MOU's (whose STR's are not already with VA because of prior claims for disability benefits) still remain with NPRC. Financial records for retired and other former service personnel are housed with the Defense Finance and Accounting Service (DFAS) in Cleveland OH.

Most, if not all, of these records are required in order to complete claims for disability or death benefits with VA.

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TYPES OF RECORDS

Service Records: Examples of what is contained in or generically referred to as “service records” are:

- Dates of active service and character of discharge
- Conditional discharge information
- Primary duties (MOS)
- Duty stations and assignments
- Awards
- Punishments
- Line of Duty (LOD) reports
- Personnel records (evaluations, training, etc.)
- Morning reports

Service treatment records: Examples of what is contained in or generically referred to as “Service treatment records” (STR’s) are:

- Health record
- Medical treatment records
- Enlistment, discharge, and periodic physical examinations
- Medical histories
- Clinical records and summaries of inpatient treatment (Note: the detailed records of in-service hospitalization, such as nurse’s notes, physician’s notes, etc., will NOT be contained in the STR’s, but rather retained by the treating facility and retired in accordance with that facility’s requirements and procedures.)
- Outpatient treatment records
- Physical profiles
- Physical Evaluation Board (PEB) proceedings
- Medical Evaluation Board (MEB) proceedings
- Vaccination/Inoculation records
- Prescriptions for eyeglasses, etc.
- Dental records

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The above listing only includes the records of medical treatment, etc., received during military service that was provided by military or government medical providers. Records of any medical treatment (whether in-patient or out-patient) by non-military providers during service, regardless of whether or not they were authorized by military authorities, will most likely NOT be contained in the STR's.

Financial Records: Examples of what is contained in or generically referred to as “financial records” are:

- Retired pay
- Severance pay
- Separation pay
- Voluntary Separation Incentive
- Special Separation Benefit
- Survivor Benefit Plan

HOW VA REQUESTS THE 3 TYPES OF RECORDS

The electronic system VA uses is the Personnel Information Exchange System (PIES). (*Again, refer to Page 14 of this Student Guide for example of PIES.*) Even though the various types of records covered so far may be housed by different agencies in different locations, they are all requested through this system. Based on the type of record requested, the system routes the request to the proper place. However, for records stored in different locations, two separate electronic requests may have to be made. For example, if service and financial records were both needed in a claim, two PIES requests would be required, since service records are at NPRC in St. Louis MO, and financial records are at DFAS in Cleveland OH. On the other hand, if service and medical records were both needed, only one PIES request would be necessary, since both are located at NPRC.

The complete operation of the PIES system is contained in the PIES Participant Guide. However, since you do not have access to the PIES system, the internal operation of the system is not covered in this lesson.

PIES is only used in requesting service, medical, and financial records held by other agencies (NPRC, DFAS, etc.). If VA itself has the records, PIES is not used. The primary example of this would be Service treatment records retained by RMC. (*Refer to Page 13 of this Student Guide for an example of the LOC screen.*) As discussed earlier, in the early 90's VA began assuming primary storage responsibility for the Service treatment records (STR's) for veterans leaving military service. Those STR's were sent directly to RMC in St. Louis MO by the separating facility. Once received in RMC, they are entered into the Service Medical Record Tracking System (SMRTS), and an electronic search of the BIRLS system is made. If there is not a SHARE record for that veteran, RMC would establish one, and show that the STR's were located at RMC (station #375). If a claims folder existed and was housed at RMC, the SHARE LOC screen would reflect the existence of the STR's and they would be combined into the claims folder stored at RMC (376). If a claims folder existed at another VARO, RMC would

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update the SHARE LOC screen to reflect the existence of the STR's, and would automatically send the STR's to that office. (*Refer to Page 12 of this Student guide for a visual overview of this process.*) The MOU's that gave VA the authority to receive and store STR's from the different service branches are as follows:

- **Army** **10/16/1992**
- **Navy** **1/31/1994**
- **Air Force** **5/1/1994**
- **Marine Corps** **5/1/1994**
- **Coast Guard** **5/1/1998**

The dates shown above reflect the earliest date on which a veteran of that branch of service would have had his/her STR's sent directly to RMC rather than NPRC. For example, anyone discharged or released from the Navy on or after 1/31/1994 would have had their STR's sent to RMC, not NPRC. In no case where the SHARE LOC screen showed the existence of an SMR record would a PIES request for those records be send, as those records were NOT in the custody of NPRC, but were with VA at RMC. For veterans discharged PRIOR TO those dates, their STR's could not be at RMC, but would be at NPRC, and would require a PIES request from VA to obtain them.

When a claim is received for disability benefits, and the SHARE LOC screen shows the STR's to be at RMC, VA would request those records through the BDN system. (*See Page 15 of this Student Guide for a visual overview of this process.*)

It is an imperfect world, however, and there are instances where veterans discharged after those MOU dates did NOT have their STR's sent to RMC, but rather NPRC. The hallmark of those types of cases would be where the SHARE LOC screen does NOT indicate the existence of an SMR record, and the discharge date is after the MOU dates shown above.

It is a far from uncommon event for a veteran to retain his/her own STR's upon discharge or retirement. In those cases, the records will not be in either NPRC or RMC, because the veteran will have them in his/her own possession. You should ALWAYS ask the claimant if they have their own STR's. In cases where the claimant has retained them for whatever reason and subsequently files a claim for disability with VA, they will be required to submit the originals of ALL the STR's in their possession. If desired by the claimant, VA will copy and return copies to the claimant. VA will not accept copies of original STR's unless the copies are certified as true copies by a VA employee vested with that certification authority. Service officers CANNOT certify those records. Further, VA will not accept the piecemeal or "cherry-picking" submission of a few pages of STR's that only tend to support the claim at hand and do not provide the complete service medical history. If the claimant has the STR's and for whatever reason declines to submit them to VA, the claim will be decided without them and will likely be denied.

FIRE-RELATED RECORDS

In July of 1973, a fire at NPRC destroyed approximately 80% of the stored records for Army veterans whose service dates ranged from 11/1/1912-1/1/1960 (retiree records were not affected); and Air Force veterans with discharge dates ranging from 9/25/1947-1/1/1964 and whose last names ranged from Hu-Z. When VA attempts to request these records through PIES,

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the response that is received is “fire-related records”. When this response is received, VA sends the veteran a NA Form 13055, which solicits information from him/her about in-service treatment dates and places, etc. (*Refer to Page 16 of this Student Guide for an example.*) This is necessary in order for NPRC to explore alternative sources of records that may exist. Lack of full and complete responses from your clients to the request for the 13055 will cause secondary efforts to fail. While it is now rare for an original claim to be filed where the requested records are “fire-related”, you should still be aware of the situation. The lack of STR’s (because of the fire or for any other reason) does not automatically mean that the claim will be denied. In addition to the alternative sources of official records solicited in the NA Form 13055, private medical and lay evidence can frequently document the service-incurrence of the claimed disability. Remember that, if a chronic disease or injury was incurred in service, there should exist records of treatment for the chronic disability during, and more importantly, AFTER service. Any evidence of this type should be submitted with the claim.

RESERVIST RECORDS

All records for veterans in the active reserves are housed in the reserve center to which the reservist is assigned. They are NOT at NPRC. When assisting your clients in filing claims, one of the first questions that should be asked is “Are you currently in the reserves?” Much time is wasted by VA in developing claims when VA is unaware of the reserve status of the claimant, and develop (request records, etc.) as if he/she was finally discharged and not a member of the active reserves. If the claimant is in the active reserves, VA must request the necessary records from the individual reserve center. (*Refer to Pages 18-19 of this Student Guide for an example of the letter used.*) For this to be timely accomplished, VA requires the full mailing address of the reserve center. Electronic means (PIES) cannot be used to request these records; a specific written request must be made in all cases. It is to the claimant’s obvious advantage to be an active participant in this process, since many reserve centers are small and inadequately staffed by full-time administrative staffs. The claimant should be encouraged to contact his/her own reserve center to insure that the requested records are furnished to VA in a timely fashion. If the reserve center fails to respond to our requests, it becomes the claimant’s responsibility to see that necessary records are furnished.

Once the veteran either completes his/her active reserve obligation, or resigns from the reserves, records maintained by the reserve center are ultimately sent to NPRC or RMC for storage, as with regularly discharged veterans. However, the timeliness of this is entirely dependent upon the staffing and proficiency of the individual reserve centers. Claimants with either current or recent reserve service should be active participants in the claims process in dealing with record requests from their reserve centers.

NATIONAL GUARD RECORDS

Members of the state National Guard are not considered as part of the military service, but rather employees of the state. Only if the guard unit is “federalized” and is put on full-time duty in support of regular military activities are they recognized as active duty personnel. Thus, all records of present and former National Guard members are in the custody of the Adjutant General of the state in which the NG service was/is performed. As with reservists (above), remember that you should inquire of their claimant if the service on which the claim was based was National Guard service. If so, it should be clearly noted on the claim form. Any and all NG records must be requested individually from the state’s AG office in writing, so PIES cannot be used. Records for National Guard members whose units were activated (“federalized”) for service in Iraq or Afghanistan will return to the state AG office when they return from

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deployment and revert to regular National Guard duties. Remember to encourage National Guard veterans who remain affiliated with their guard units to take an active role in their claims to insure that requested records from their guard units are furnished in a timely fashion.

“IN-COUNTRY” VIETNAM SERVICE

There are some presumptive disabilities that can be found to be service-connected if the veteran actually served **in** the Republic of Vietnam (known as “in-country” service), and not just in the general area of the conflict. Documentation of “in-country” service acceptable to VA is not always shown on the DD-214. If the veteran is claiming such presumptive disabilities as Type II Diabetes, prostate cancer, lung cancer, etc., it would **GREATLY** expedite the processing of the claim if documentation of “in-country” service were submitted with the claim, if such evidence is in the possession of the veteran. Acceptable documentation could consist of copies of actual orders to or from Vietnam, or any other official records that would place the veteran in the country of Vietnam itself. Otherwise, VA will request such verification through the PIES system, unless documentation is already of record in the claims folder.

CAUTIONS

You should never initiate a request for service or medical records directly to NPRC (by means of a SF-180 or any other method) in conjunction with the filing of a claim. By doing this, NPRC will pull the record to fulfill the request; then when VA requests the same service records or STR's, the record will **NOT** be in file, so VA's request will be delayed accordingly. You should only request official records for claimants who want them for personal reasons **NOT** involved with the filing of a claim or appeal. To do so merely delays the process unnecessarily. Additionally, you should **NOT** request (or submit) copies from VA of STR's or other evidence contained in the claims folder for purposes of filing additional claims. That evidence is already **OF RECORD**; re-submission duplicate evidence is a waste of everyone's time, as duplicate evidence received will merely be returned to the claimant.

Remember that service officer representatives (assuming that they are **NOT** federal government employees) are not entitled to access records information without the signed, written consent of the veteran.

Example of Certification Wording

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“I, (insert name, title, and organization) certify that I have completed the VA-prescribed training on certification of evidence for proof of service and that this is a true and exact copy of either an original document or of a copy issued by the service department or a custodian of records.”

1.1 Full Signature And Date

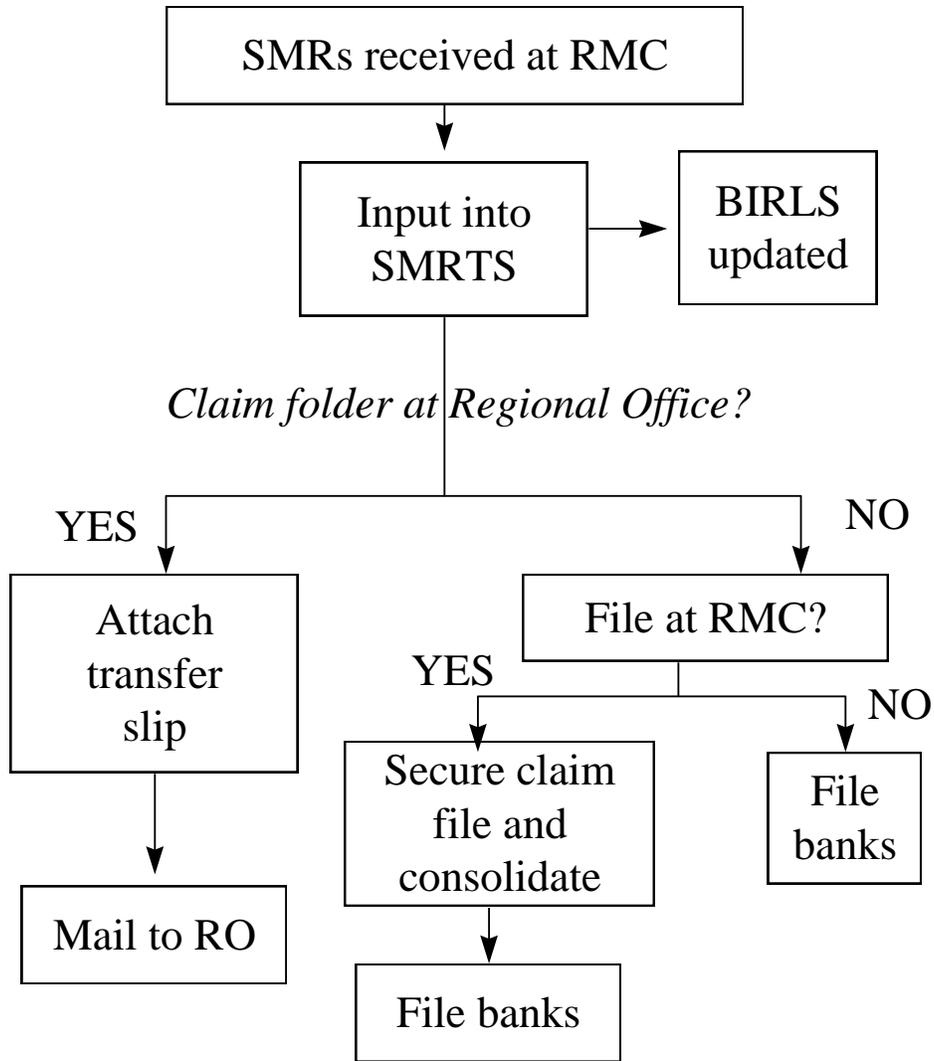
Example of Stamp Design

“I, (insert name, title, and organization) certify that I have completed the VA-prescribed training on certification of evidence for proof of service and that this is a true and exact copy of either an original document or of a copy issued by the service department or a custodian of records.”

1.2 Full Signature And Date

Current Workflow of Incoming Service treatment records
At the Records Management Center

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BIRLS LOC Screen

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LOC FOLDER MANAGEMENT SEQ NO 245092249000020 **02-01-1998**
FILE NUMBER **233-22-4444** PN **00** NAME **DOE,JOHN**

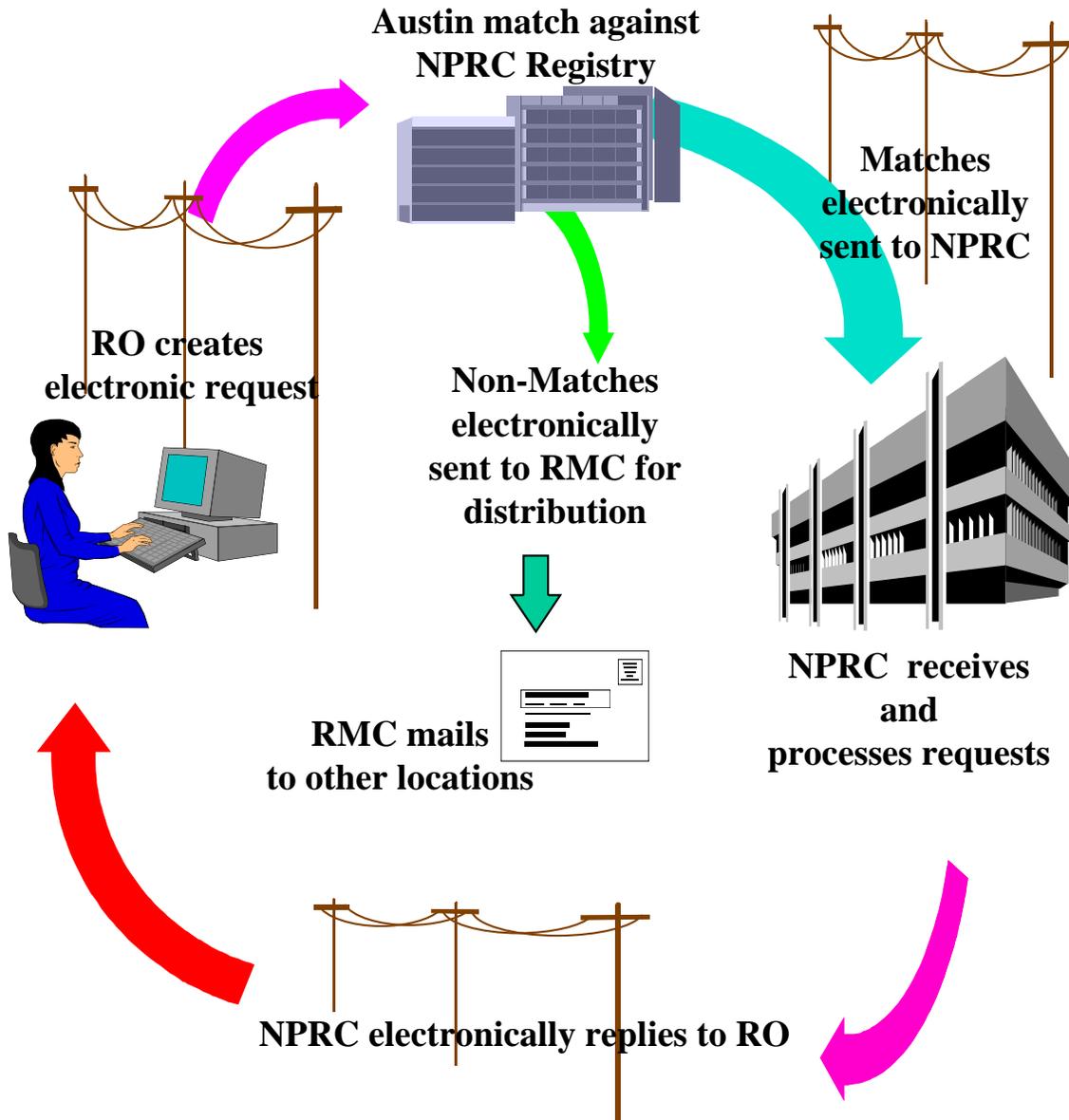
FOLDER LOCATION DATA
FLDR CURRENT DES DATE OF PRIOR IN TRANSIT TO
TYPE LOCATION TRANSFER LOCATION STA DATE
CLAIM SYS NFE RESN
SMR 376 ST LOUIS 09-08-92

CH31 CH32/903 CH34 901 C&P JOBS SMR **Y**
BK BT
FOLDER DATA: REBUILT NO CLAIM FOLDER EST RSN
ESTABLISH A FOLDER FARC ACCESS ION NO
TRANSFER THE FOLDER TO ROUTING SYMBOL TT23
THE FOLDER IS LOCATED AT THIS STATION
THE FOLDER IS UNAVAILABLE FOR TRANSFER:
CHARGED OUT TO FORWARD THE CLAIM TO
NEXT SCREEN

Reference: M21-1, Part II, Chapter 6.05 i.

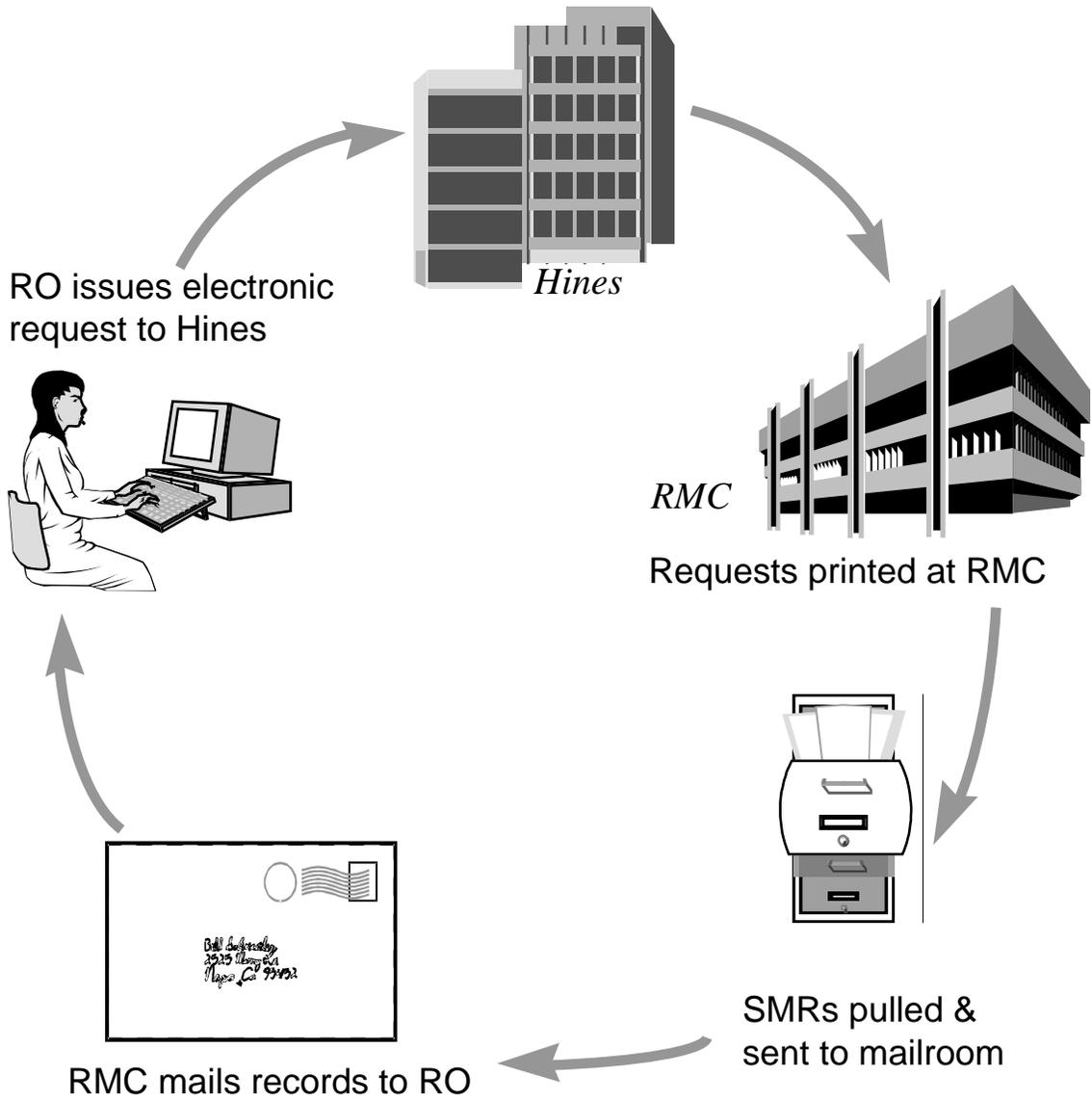
NOTE: When some records were transferred from ARPERCEN to the RMC, a "Y" in the SMR indicator field did not record even though the LOC screen showed a service medical record at the RMC.

MILITARY SERVICE INFORMATION REQUESTS VIA PIES (3101s)



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Records Management Center
Service Medical Record Requests



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(Example of NA Form 13055)

REQUEST FOR INFORMATION NEEDED TO RECONSTRUCT MEDICAL DATA

THE MEDICAL RECORD NEEDED TO ANSWER YOUR REQUEST IS NOT IN OUR FILES. IF THE RECORD WERE HERE ON JULY 12, 1973, IT WOULD HAVE BEEN IN THE AREA THAT SUFFERED THE MOST DAMAGE IN THE FIRE ON THAT DATE AND MAY HAVE BEEN DESTROYED.

SOME MEDICAL RECORDS WERE TRANSFERRED TO THE VETERANS ADMINISTRATION BEFORE THE 1973 FIRE. THE VA WOULD HAVE OBTAINED THE RECORD TO PROCESS A CLAIM FOR BENEFITS BASED ON A SERVICE-CONNECTED INJURY OR ILLNESS, AND IF SO, THE RECORD SHOULD STILL BE AVAILABLE FROM THE VA. IF YOU BELIEVE THAT SUCH A CLAIM WAS FILED WITH THE VA BEFORE JULY 1973, YOU SHOULD REQUEST THE MEDICAL RECORD FROM YOUR NEAREST VA FACILITY.

IF THE MEDICAL RECORD WAS NOT TRANSFERRED TO THE VA, THERE ARE ALSO SOME ALTERNATE RECORD SOURCES AVAILABLE WHICH OFTEN CONTAIN INFORMATION CONCERNING ILLNESS OR INJURY WHILE IN THE MILITARY SERVICE. ONE LIMITED SOURCE OF SUCH INFORMATION PERTAINS TO TREATMENT RECEIVED AT ARMY HOSPITALS DURING SOME YEARS FROM 1942 THROUGH 1954. IF SUCH INFORMATION IS AVAILABLE ON THE PERSON NAMED IN THIS REQUEST, IT IS ATTACHED. IF SUCH INFORMATION IS NOT AVAILABLE, OR IT IS ATTACHED AND YOU FIND THAT IT DOES NOT MEET YOUR NEEDS, WE WILL ATTEMPT TO USE OTHER ALTERNATE SOURCES.

PLEASE NOTE, HOWEVER, THAT THESE OTHER ALTERNATE SOURCES USUALLY SHOW ONLY DATES OF HOSPITALIZATION OR TREATMENT AND RARELY SHOW DIAGNOSIS OR TREATMENT GIVEN. TO ENABLE US TO SEARCH THESE SECONDARY SOURCES, PLEASE PROVIDE THE INFORMATION REQUESTED BELOW. WE NEED TO KNOW THE EXACT MONTH(S) AS WELL AS THE YEAR OF TREATMENT: THE YEAR ALONE IS NOT ENOUGH. IF YOU DON'T KNOW THE EXACT MONTH, THEN PLEASE TELL US THE APPROXIMATE TIME OF YEAR, SUCH AS "JUNE OR JULY" OR "SUMMER".

NAME OF PATIENT USED AT TIME OF TREATMENT	SERVICE NO.	SOCIAL SECURITY NO.	BRANCH OF SERVICE

NATURE OF ILLNESS, INJURY OR TREATMENT	TREATMENT DATES		ORGANIZATION TO WHICH ASSIGNED <small>(Furnish specific organizational assignments to include company, battalion, regiment, etc.)</small>	NAME AND LOCATION OF HOSPITAL DISPENSARY OR MEDICAL FACILITY WHERE TREATED
	FROM <small>(mo/yr)</small>	TO <small>(mo/yr)</small>		

TO PROVIDE THE INFORMATION REQUESTED WE MUST HAVE THE SIGNATURE OF THE PERSON WHOSE RECORDS ARE INVOLVED. IF THE PERSON IS DECEASED, THE NEXT OF KIN MUST SIGN AND INDICATE THE RELATIONSHIP. FOR RELEASE PURPOSES THE NEXT OF KIN IS DEFINED AS ANY OF THE FOLLOWING: UNREMARIED WIDOW(ER); SON OR DAUGHTER; FATHER OR MOTHER; BROTHER OR SISTER. IF THE PERSON IS LEGALLY INCOMPETENT, THE COURT-APPOINTED GUARDIAN MUST SIGN AND MUST FURNISH A COPY OF THE COURT ORDER ADJUDGING INCOMPETENCE AND APPOINTING THE GUARDIAN.

RELEASE AUTHORIZATION I HEREBY AUTHORIZE RELEASE OF THE REQUESTED INFORMATION/DOCUMENTS TO THE PERSON INDICATED AT RIGHT VETERAN SIGN HERE <input type="checkbox"/> <small>(If signed by other than veteran show relationship to veteran)</small>	Please type or print clearly-- COMPLETE RETURN ADDRESS <small>(yours or any other you prefer)</small> (name) (street number) (apartment) (city) (state) (zip code) TELEPHONE NO. (include area code) <input type="checkbox"/> DATE
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(Example of NA Form 13075)

QUESTIONNAIRE ABOUT MILITARY SERVICE

THIS FORM IS USED WHEN MORE INFORMATION IS NEEDED TO LOCATE A RECORD. PLEASE SUPPLY AS MUCH INFORMATION AS POSSIBLE. PLEASE BE SURE TO INCLUDE YOUR ORIGINAL INQUIRY WHEN YOU RETURN THIS FORM. WE DID NOT KEEP A COPY.

NAME(S) USED DURING SERVICE (and nicknames if any) last first middle	BRANCH OF SERVICE <input type="checkbox"/> ARMY <input type="checkbox"/> AIR FORCE <input type="checkbox"/> NAVY <input type="checkbox"/> MARINE CORPS <input type="checkbox"/> COAST GUARD	WAS SERVICE SIX MONTHS ACTIVE DUTY FOR TRAINING ONLY? <input type="checkbox"/> YES <input type="checkbox"/> NO
	DATE OF BIRTH	PLACE OF BIRTH

SELECTIVE SERVICE:

LOCAL BOARD NUMBER, CITY, STATE	VETERAN'S SELECTIVE SERVICE NUMBER
MONTH/DAY/YEAR ENTERED ACTIVE DUTY:	PLACE ENTERED:

CAMP OR STATION (RECEPTION CENTER) SENT TO AFTER ENLISTMENT OR INDUCTION:

PLACE OF BASIC TRAINING (SHOW "OUTFIT" AND CAMP OR STATION):

PLEASE LIST ALL UNITS OR "OUTFITS" SERVED WITH DURING MILITARY SERVICE, AFTER BASIC TRAINING. SHOW COMPLETE ORGANIZATIONAL DESIGNATION (COMPANY OR BATTERY, BATTALION, AND REGIMENT, SQUADRON GROUP, AND WING, ETC.). ALSO SHOW GEOGRAPHICAL LOCATION (CAMP, BASE, AND COUNTRY). (USE BACK SIDE IF NEEDED).	INCLUSIVE DATES (MONTH/DAY/YEAR)	
	FROM	TO

(BE SURE THE LAST LINE SHOWS UNIT AND LOCATION ON DATE OF RELEASE FROM ACTIVE DUTY. EVEN IF ALREADY DETACHED FROM REGULAR UNIT, AND RELEASE OCCURRED AT A SEPARATION STATION. BE SURE TO SHOW NAME AND LOCATION OF THAT SEPARATION STATION ON LAST LINE.)

DATE RELEASED FROM ACTIVE DUTY:

MO/DAY/YR OF ANY REENLISTMENT(S), INCLUDING "OUTFIT":

IF YOU HAVE PAPERS THAT PERTAIN TO THE PERIOD(S) OF SERVICE LISTED ABOVE, PLEASE SEND US COPIES. FOR EXAMPLE: SEPARATION DOCUMENT(S), ORDERS, AWARD CITATIONS, OR ENVELOPES WITH A MILITARY RETURN ADDRESS. YOU MAY BE ABLE TO OBTAIN A COPY OF THE REPORT OF SEPARATION FROM A FORMER EMPLOYER OR THE RECORDER'S OFFICE OF THE CITY OR COUNTY WHERE THE VETERAN LIVED JUST AFTER SEPARATION/DISCHARGE.

DID THE VETERAN EVER:

- A. FILE A CLAIM FOR DEPARTMENT OF VETERANS AFFAIRS (VA) BENEFITS? NO YES IF YES, SHOW CLAIM NUMBER _____ AND CITY AND STATE WHERE FILED _____
- B. SERVE IN THE RESERVES AFTER RELEASE FROM THE PERIOD OF ACTIVE DUTY SHOWN ABOVE? NO YES IF YES, SHOW MONTH AND YEAR FROM: _____ TO: _____ AND BRANCH OF SERVICE IF DIFFERENT FROM ABOVE _____
- C. RECEIVE A STATE BONUS FOR MILITARY SERVICE? NO YES IF YES, SHOW STATE _____ AND MONTH AND YEAR PAID _____
- D. SERVE IN THE NATIONAL GUARD? NO YES IF YES, SHOW STATE _____ AND MONTH/YEAR SERVED. FROM: _____ TO: _____
- E. RETURN FROM MILITARY SERVICE? NO YES IF YES, MONTH/YEAR RETIRED _____
- F. HAVE ACTIVE DUTY IN ANY OTHER MILITARY SERVICE BRANCH IN LATER YEARS? NO YES IF YES, SHOW BRANCH _____ AND MONTH/YEAR FROM: _____ TO: _____
- G. WORK FOR THE FEDERAL GOVERNMENT AS A CIVILIAN? NO YES IF YES, SHOW AGENCY: _____ AND MONTH/YEAR EMPLOYED FROM: _____ TO: _____

PHONE NUMBER (Including Area Code) WHERE YOU MAY BE REACHED DURING THE DAY: _____ TODAY'S DATE _____

PURPOSE FOR WHICH INFORMATION OR DOCUMENTS ARE NEEDED:

SIGNATURE OF VETERAN (or next of kin if veteran is deceased, such as unremarried widow(er), daughter, son, mother, father, sister, brother):

RELATIONSHIP TO DECEASED VETERAN:

PLEASE REMEMBER TO RETURN YOUR ORIGINAL INQUIRY

PRIVACY ACT OF 1976 COMPLIANCE INFORMATION

For Training Only

NATIONAL ARCHIVES AND RECORDS ADMINISTRATION

NA FORM 13075 (REV. 6-89)

(9) TRAINEE HANDOUT
(Example of Reserve/NG Records Request)



DEPARTMENT OF VETERANS AFFAIRS
XXXXX
XXXX
XXXXXXXXXX

*Reserve Unit or
National Guard*

In Reply Refer To:
XXX/21XXXX
VA file number
VETERAN'S LAST NAME, First Name
Veteran's Social Security #
Veteran's Date of Birth

To Whom It May Concern:

We have received a claim for benefits from the veteran named above. We have information that this veteran is or was assigned to your unit. This letter requests copies of any service records which you may have, or information about the location of these records.

What We Need

Before we can process the claim, we must try to obtain information from the veteran's service records. We would appreciate your forwarding the information listed below:

- A copy of all physical examinations, to include the EOD and RAD examinations, if available.
- A complete copy of all service medical treatment records of the veteran.
- A copy of any line of duty determinations which may have been made because of any injury.
- Verification of all periods of service. Show which dates are active duty and which are active duty for training. Provide the character of service for any period of active duty.

(9) TRAINEE HANDOUT

Page 2

If You Do Not Have Service Records

If you do not have this veteran's service records, we would appreciate any information you may have that will help us locate them. If known, please provide the name and

VA file number

VETERAN'S LAST NAME, First Name

complete mailing address of the organization which does have these records. If you transferred the service records to another organization, please provide the date when the records were transferred.

Your prompt attention to this matter will be appreciated.

This letter is being sent in duplicate so that you may retain a copy. Attach the other copy of our letter to your reply to ensure proper identification.

Sincerely yours,

DIVISION CHIEF NAME
Veterans Service Center Manager

Enclosure